



Case Study

Improving Time-to-Fill & Reducing Cost

Spherion streamlines processes by providing business-specific support

Results at a Glance

Problem:

- Rapidly growing client needed to fill thousands of customer service, inside & outside sales positions across the United States
- Needed to standardize its selection process in order to reduce risk
- Looking for a scalable solution to improve time-to-fill & reduce costs

Solution:

- Successful pilot project created a virtual recruiting team that allowed the client to scale the solution rapidly
- An end-to-end RPO solution that provided a dedicated operations manager & seven recruiters who served as the sole business contact for each business line

Results:

- During the pilot, provided 200 people in three locations, ahead of schedule
- Filled approximately 1,900 positions in first year of the contract
- Exceeded candidate quality metrics by 3%
- Surpassed 'ethnicity slate' target by 16%
- Improved time-to-fill by eight days
- Outperformed 'gender slate' target by 2%
- Reduced client's cost per hire

Client Profile

A leading business-to-business distributor, this client works with 1,000+ suppliers to provide its customers access to more than 800,000 products. With sales in excess of \$5.5 billion, this Fortune 500 company is a perennial member of *Fortune Magazine's* 'Most Admired Companies' list.

Business Problem

Due to rapid growth, the client needed a business partner to fill thousands of customer service and sales positions at 450 U.S. branches, nine distribution centers and corporate headquarters. The client needed to standardize its selection process in order to reduce risk, and desired a recruitment process outsourcing (RPO) solution with end-to-end services. They required a scalable solution that could improve time-to-fill and reduce costs.

The Spherion Solution

Spherion® created an initial support model utilizing a dedicated recruiting team that allowed the client to scale the solution rapidly, as hiring needs dictated. In addition, Spherion implemented an applicant tracking system to provide hiring managers with a 24/7 view of the applicant process. Spherion also deployed a reporting and analysis platform that provided real-time access to performance and cost reports.

Upon a successful pilot completion, the client formalized an end-to-end solution that provided an integrated, single-service delivery model to manage all aspects of the workforce lifecycle. The solution included dedicated management and seven dedicated recruiters who served as the single point of contact for one or more of the client's 11 business lines. These recruiters are supported by a sourcing staff that fluctuates based on demand.

Value Delivered

In the first year of the contract, Spherion hired approximately 1,900 positions. Spherion also met eight of nine service-level agreements (SLAs), including:

- Candidate quality metrics exceeded by 3%
- 'Ethnicity slate' surpassed by 16%
- Time-to-fill improved by eight days
- 'Gender slate' outperformed by 2%
- Cost per hire reduced

For more information about Spherion, visit us at www.spherion.com.